

## COMBINED DECLARATION FOR PATENT APPLICATION AND POWER OF ATTORNEY

As a below-named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated next to my name. I believe I am an original, first and joint inventor of the subject matter which is claimed and for which a patent is sought on the invention entitled: **CONTACT CENTER ARCHITECTURE**. The specification of which is attached hereto. I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above. I acknowledge the duty to disclose information which is material to the examination of this application in accordance with Title 37, Code of Federal Regulations, Section 1.56(a).

I hereby claim foreign priority benefits under Title 35, United States Code, § 119 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate having a filing date before that of the application on which priority is claimed:

Prior Foreign Application(s)

Priority Claim

Yes No

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Number

Country

Day/Month/Year Filed

I hereby claim the benefit under Title 35, United States Code, § 120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, § 112, I acknowledge the duty to disclose material information as defined in Title 37, Code of Federal Regulations, § 1.56(a) which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

Application Serial No.

Filing Date

Status: Patented, Pending, Abandoned

I hereby claim the benefit under Title 35, United States Code, § 119(e) of any United States provisional application(s) listed below:

60/404,076

August 16, 2002

60/435,974

December 20, 2002

Application Serial No.

Filing Date

I hereby appoint the following as my attorneys with full power of substitution to prosecute this application and transact all business in the Patent and Trademark Office in connection therewith:

Thomas B. Haverstock 32,571 Jonathan O. Owens 37,902 Christopher M. Scherer(Agent) 50,655

Please direct all correspondence regarding this application to the following:

Thomas B. Haverstock  
HAVERSTOCK & OWENS LLP  
162 North Wolfe Road  
Sunnyvale, California 94086  
Customer Number 28960

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Full Name of First Joint Inventor: Carl Schoeneberger

Inventor's Signature: Carl Schoeneberger

JULY 30, 2003

Date

Residence: 5922 Bent Trail, Dallas, TX 75248-2720

Citizenship: United States

Post Office Address: 5922 Bent Trail, Dallas, TX 75248-2720

Full Name of Second Joint Inventor: Justin Broughton

Inventor's Signature:  7/30/2003  
Date

Residence: 1742 Glen Una Avenue, San Jose, CA 95125 1150 BALLENA BLVD #73, ALAMEDA CA 94501 JS

Citizenship: United Kingdom

Post Office Address: 1742 Glen Una Avenue, San Jose, CA 95125 1150 BALLENA BLVD #73, ALAMEDA CA 94501 JS

Full Name of Third Joint Inventor: Michael P. Dimitroff

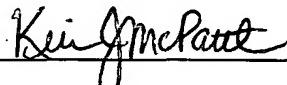
Inventor's Signature:  07/30/03  
Date

Residence: 676 Bellflower Avenue #35, Sunnyvale, CA 94086

Citizenship: United States

Post Office Address: 676 Bellflower Avenue #35, Sunnyvale, CA 94086

Full Name of Fourth Joint Inventor: Kevin McPartlan

Inventor's Signature:  7/28/03  
Date

Residence: 19018 Mellon Drive, Saratoga, CA 95070

Citizenship: United States

Post Office Address: 19018 Mellon Drive, Saratoga, CA 95070

Full Name of Fifth Joint Inventor: Charles Hymes

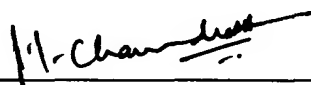
Inventor's Signature:  7-30-03  
Date

Residence: 1655 Adobe Drive, Pacifica, CA 94044

Citizenship: United States

Post Office Address: 1655 Adobe Drive, Pacifica, CA 94044

Full Name of Sixth Joint Inventor: Chandra Pisupati

Inventor's Signature:  7/30/03  
Date

Residence: 870 E. El Camino Real, #62, Mountain View, CA 94040

Citizenship: India

Post Office Address: 870 E. El Camino Real, #62, Mountain View, CA 94040